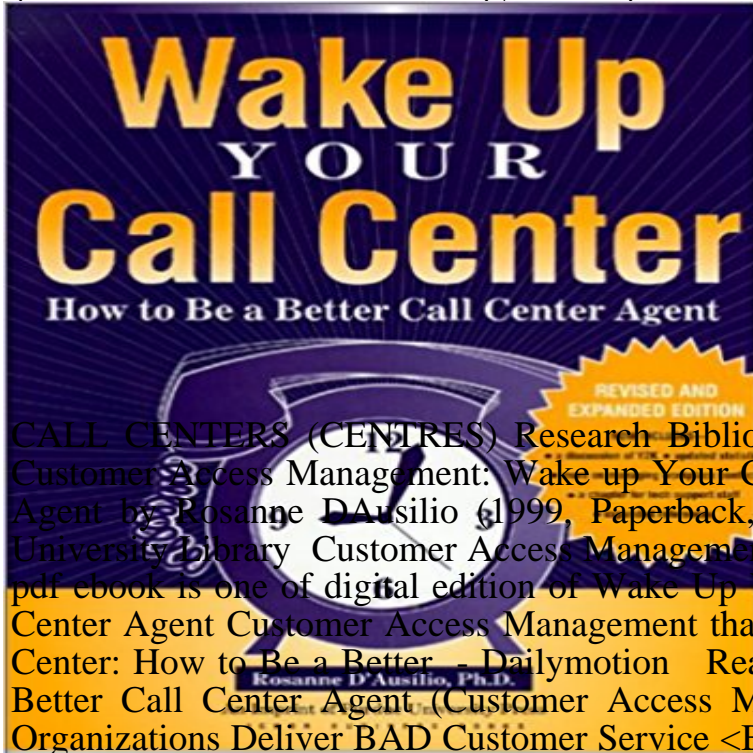


Wake Up Your Call Center: How to Be a Better Call Center Agent (Customer Access Management)



This text looks at how call centre agents can match the improvements in technology. It looks at how talk covering technical information and training, software and hardware, and new systems overshadows the people who make and take the calls.

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